DASDEC-II / One-Net SE
V4.7 → V5.1 Installation Advisory

Introduction

Customers currently running Version V4.7 software may experience an issue when upgrading to V5.1, where the monitoring receivers are shut down due to a lack of proper licensing. This advisory discusses when this might arise, how to check for it, and, if necessary, how to take corrective action.
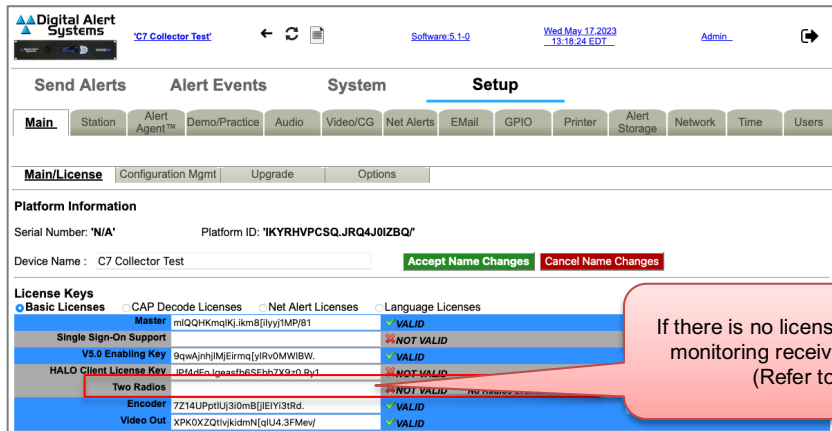
Background

The DASDEC-II and One-Net SE series, the internal monitoring radios were permanently fixed in hardware. For example, with the model DASTVR, the "R" suffix indicates the presence of the three monitoring radios. Similarly, a One-Net model R189SE-3EN uses the "3" in the same fashion. The introduction of the DASDEC-III series combined with Version 5.x software introduced license keys for two and three radio modules, and the license key must be present to represent the installed hardware.

IMPORTANT NOTE: *This information below does not apply to models supplied without internal monitoring receivers e.g. DASLC, DASLC+, DASLPFM, DASLPTV, DASRAD, DASTV, R189SE-0EN, R189-0DEC. If you have any questions regarding a specific model, please send a message to* support@digitalalertsystems.com *with the serial number of the device.*

Version 5.1 Post-Installation Verification

After the V5.1 installation, verifying that the radio license key is installed and activated is crucial! Using the following steps will ensure the key is installed and activated.

1. Log in to the DASDEC or One-Net
2. Go to ***Setup > Main > Main/License > Basic Licenses***
3. Check the field labeled either **Two Radios** or **Three Radios** to confirm a valid license key is installed. See the example screen below.

4. If the unit has the radios installed, but no license key in the field, please contact support via email @ support@digitalalertsystems.com or by telephone +1.585.765.1155 for further assistance. **BE SURE TO INCLUDE THE SERIAL NUMBER**!